

APPENDIX D

Action Plan Summary Chart

RL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Butte, Glen, Tehama</u>	<ul style="list-style-type: none"> Community Collaborations 	Use Existing Resources Seek ADR Resources Outreach to churches, etc Research "Family Unity" system			<u>In General:</u> Schools Libraries DCSS Family Law Facilitator Legal Services Small Claims Advisory Parent Education Network Lawyer Referral Service
	<ul style="list-style-type: none"> System Changes to make more "user-friendly" 	Public transportation Jail services Electronic access Phone & email help Signage Children & other waiting rooms Handwritten pleadings Free consultations On-duty judge for orders Uniform rules & forms Social work training for court staff			
	<ul style="list-style-type: none"> Provide Successful models of service delivery 	Network with other counties Kiosk system DV Support Person Mobil Van Forms on court's website Incentive for attorneys (calendar preference)			
	<ul style="list-style-type: none"> Technology & Education 	Library Resources Computer programs-language Law School Library Services Outreach To High schools 24 hr. phone line	Chico State	Students	Schools, Libraries
	<ul style="list-style-type: none"> Meet Access needs of diverse population 	Self-Help Center Internet, I-CAN, local website, Copying, attorney referrals, Out-station locations	Courthouse Community	Attorney Coordinator	Self-Help Assistance Regional Project (SHARP) (Butte, Glen Tehama)*

RL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Calaveras, Amador</u>	<ul style="list-style-type: none"> Family Law Focus SRL Education Expansion of Resources and services for SRLs Development of infrastructure to support SRL services 	<p>Self-help publications; on-line help; education programs, videos, staff assistance to answer questions.</p> <p>SHC in new facility; resource for supervised visitation program; case mgmt & tracking in family law; expanding presentations; use of other technology; develop a community hotline</p> <p>Court Community Action Planning Team</p>	New facility	<p>Family Law Facilitator</p> <p>Family Court Services</p>	<p>Bar Association</p> <p>Legal Services of No, Calif.</p> <p>Calaveras Legal Assistance Service</p>
<u>Colusa</u>	<ul style="list-style-type: none"> Extend Family Law Facilitator 	Make position full time	Courthouse	Attorney	Judicial Council
	<ul style="list-style-type: none"> Enhance Pro Bono Services 	Promote Unbundling		Attorney	State & Local Bars
	<ul style="list-style-type: none"> Public Information – Website 	Court Website			Judicial Council
<u>Contra Costa</u>	<ul style="list-style-type: none"> Court Access & Customer Relations 	<p>Transportation to court</p> <p>Mobile services- FLF, hearings, filings, computers</p> <p>Maps & signage</p> <p>Children's waiting rooms</p> <p>SRL work areas – kiosks</p> <p>Interpreter service info.</p>	<p>Courthouses</p> <p>Libraries</p> <p>Bus. Ctrs.</p> <p>Senior Ctrs.</p> <p>Schools</p> <p>Clubs</p> <p>Colleges</p>	Coordinator/ Facilitator	<p>Local Bar</p> <p>Legal Services</p> <p>Prison Law Office</p> <p>Sr. Legal Services</p> <p>Bay Area Legal</p> <p>La Raza Centro</p> <p>Friends Outside</p> <p>STAND</p> <p>Sr. Communities</p>
	<ul style="list-style-type: none"> Technology & Forms 	<p>I-CAN/ San Mateo</p> <p>Resource Information online</p> <p>Flowcharts</p> <p>Videos</p> <p>Forms access</p> <p>Links to other webs</p> <p>Education – court decorum</p> <p>Simplify rule</p> <p>CCTV</p>	(same)		<p>PD & DA</p> <p>DCSS</p> <p>Law Enforcement</p> <p>Board of Ed./ Com. Col. Dist</p> <p>St. Mary's & JFK</p> <p>Social Services</p>

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	<ul style="list-style-type: none"> Self-Help Resources 	Self-Help Centers Written materials Workshops Videos Extended hours Video-conferencing Internet, computers, Copying	Each court Jails Libraries DCSS Bar. Assn		Above, plus: Small Claims Nat'l Center for Youth Law Family Law Facilitator ADR Legal Services for Children\ Elks, Moose Families First Ctr. For Law and the Deaf
	<ul style="list-style-type: none"> Community Outreach & Education 	Town Meeting	Community Locations		Above plus: Dependency Mediation
	<ul style="list-style-type: none"> Case Management 	Fast track: family law (not cc/cv); Probate guard, juvenile, Conservatorships, and limited civil; Differential Assessment; ADR			
<u>El Dorado</u>	<ul style="list-style-type: none"> Educating SRLs 	Computer workstations Street Law Program	Volunteer attorneys	Placerville Lake Tahoe	Private Bar
	<ul style="list-style-type: none"> Expansion of Services to SRLs 	Expansion of Family Law Facilitators; allow FLF to do non-AB1058 family law and other civil litigation assistance – also have bi-lingual staff at So. Lake Tahoe	FLF attorneys	Placerville Lake Tahoe	
	<ul style="list-style-type: none"> Expansion of Family Law Facilitator 				

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<u>Fresno</u>	<ul style="list-style-type: none"> Self-Help Center (Spanish model) 	Self-Help Center – multiple languages Simplified forms & instructions Public service announcements	Near the Family Law Facilitator	Paralegal; Community Resource Mgr.	Legal Services Local Bar
	<ul style="list-style-type: none"> Mobile Access Unit 	Hire permanent staff		Volunteers Attorneys	
	<ul style="list-style-type: none"> Staff Training 	“Train the Trainers” (All court supervisors); Add SRL training to new judge and new employee training			
	<ul style="list-style-type: none"> Technology 	Website; kiosks; Internet; protocol database			Local Bar
	<ul style="list-style-type: none"> Unbundling 	Adopt rules & forms; Focus on family law pilot			
<u>Inyo</u>	<ul style="list-style-type: none"> SRL Education 	Self-Help publications; Written & online instructions; Videos; assistance from staff, educational programs			
	<ul style="list-style-type: none"> Expansion of services & resources for SRLs 	Videoconferencing; Computer & Software; Internet	Tecopa Community Center/Sm. Claims Advr		TCC
	<ul style="list-style-type: none"> Expansion of Family Law Facilitator 	Fulltime position; expand to cover custody/visitation & guardianship; Facilitate compliance w/orders	Courthouse	Family Law Facilitator	
<u>Imperial</u>	<ul style="list-style-type: none"> Increased SRLs assistance 	Self-Help Center – pamphlets; computers	Courthouse Pamphlets – law library	Family Law Facilitator	Bar Association – including San Diego Bar
	<ul style="list-style-type: none"> Assistance with matter not handled by SHC 	English/Spanish informational brochures into the community Website		Court staff Court staff	State Bar, AOC, other courts NCSC; AOC, other courts
	<ul style="list-style-type: none"> Improve physical access 	Provide transportation to services			Salvation Army; Dial-a-Ride; Catholic Charities, ARC

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<u>Kern</u>	<ul style="list-style-type: none"> Probate Assistance 	Guardianship & Sm. Estates Written information; Document review; Easy Reference Cards Spanish service	Courthouse-Bakersfield	Legal Assistant	
<u>Lake</u>	<ul style="list-style-type: none"> Educating SRLs 	Expand FLF	Courthouse	Attorneys Paralegals	P.D ADR Program
	<ul style="list-style-type: none"> Expand Services 				
<u>Lassen</u>	<ul style="list-style-type: none"> Assist SRLs Educate the Public about the Court Network with community agencies 	<p>Assist with adoption; custody/visitation; TROs; Conservatorships; Guardianships; Probate; Landlord Tenant; Civil Harassment; Appeals, Civil, Juvenile & Traffic</p> <p>Education materials, books, videos, packets, brochures, computer resources</p> <p>Same as above – written materials; staff to answer questions</p>	Law Library; Courthouse	Family Law Facilitator, Volunteer Attorneys, Small Claims Advisor; Court Staff	Law Library Board Local Attorneys
<u>Los Angeles</u>	<ul style="list-style-type: none"> All Areas - multiple locations 	(Volume Data: New SRL Filings 282,006/yr)	Central Family Central Civil, East LA, Pomona Citrus, Rio Hondo, Antelope Valley/ Palmdale/Lancaster, Glendale, Burbank, Pasadena, Alhambra, Santa Anita, San Fernando, Newhall/Santa Clarita, Van Nuys, Long Beach, San Pedro, Compton, Norwalk, Downey, Los Cerritos, Whittier Huntington Park, South Gate, Torrance/So. Bay, Inglewood, Santa Monica, Beverly Hills, West LA/Airport, Culver City, Malibu		<u>Courthouses:</u> LAFLA Barristers DV Project Guard. Vol. Project LAF-Long Beach Comm. Legal Services Jenesse Center Sm. Claims Advr. LA Housing Project FLF/FLIC <u>Community</u> Legal Services Law Schools Local Bars

SRL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Marin</u>	<ul style="list-style-type: none"> Self-Help Center: Bi-lingual triage Telephone assistance Children's waiting area Computer workstations Videos Meeting rooms Referrals to attorneys Unbundling Clinics Resource lists Fax Probation – restorative justice 	Self-Help Center --- Central point of entry	Courthouse-San Rafael	Attorney Coordinator Volunteer Attorneys Paralegals Interpreters Probation	Legal Services Law Libraries Mediation Services Social Services Public Guardian Community Organizations: Canal Comm. Alliance; Latino Council PD Health & Human Services Probation
<u>Mariposa</u>	<ul style="list-style-type: none"> Establish a DV Court Mobile SHC Unit Develop SHC 	Study & develop proposal for a DV Court Purchase van in conjunction with other counties Computers, printers, video, instructional tapes; written materials, develop feedback questionnaires	Courthouse Courthouse	Judicial officer To be determined	Other county courts
<u>Mendocino</u>	<ul style="list-style-type: none"> Self-Help Center Public Education Judicial Officer & Staff Education Bilingual Staff Navigation & Court Locations 	Community resource manual, ADR services, Information & referral, bilingual written materials, bilingual videos, kiosks, online assistance, computers; typewriters Teaching process by case type, video – guide to ct. procedures, pre-hearing clinics, bilingual forms packets Judicial training, pro tem training, clerk training, volunteer trainings Bilingual attorney & staff Extended hours for filing Directions, signage Court information booth	Courthouse	Attorneys Volunteers	Local Bar AOC Day Care Provider Volunteers

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COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:	
<u>Mono</u>	<ul style="list-style-type: none">On-site consultation with Spanish-speaking paralegalSRL information on websiteOn-site computers so SRLs can use internetCommunity outreach				Local Bar Paralegals Spanish Interpreters\ Web Consultant	
<u>Monterey/ San Benito/ Santa Cruz</u>	<ul style="list-style-type: none">Expanding Available Services	SRL Services	Community	CBO Provider	County Bar Associations AOC – Regional Office Volunteer attorneys Other volunteers DCSS Family Law Facilitators Law Libraries Law Schools Law School Intern Programs	
		Hire a Pilot SHC Coordinator		Court staff – nos		
		Extend ESL services to Watsonville; expand civil assistance		Language Line		
		Extend hours of service – research possible locations, link SHC to Family Law Facilitator and extending hours	Family Law Facilitators?			
		Mobile van program - Get information from other courts				
	<ul style="list-style-type: none">Technology	Website; kiosks; I-Can; other software/TurboTax				
	<ul style="list-style-type: none">Education	Outreach clinics; workshops				
	<ul style="list-style-type: none">Informational Materials	Forms w/instructions/flowcharts; English/Spanish brochures				
	<ul style="list-style-type: none">Partnerships	Develop volunteer participation				

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COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Napa</u>	<ul style="list-style-type: none"> Expand Family Law Services 	Expanded Family Law Center	Courthouse	Family Law Facilitator	Local Bar Probation Legal Services Law Enforcement H&H Services Dept. Ed. Schools Colleges PD & DA Library State Hosp.
	<ul style="list-style-type: none"> General Self-Help Center 	Self-Help Center – Materials & referrals Information Center	Courthouse	Attorney Sr. clerk (Spanish)	
	<ul style="list-style-type: none"> General Public Information 				
	<ul style="list-style-type: none"> Technology 	Video production/purchase			
	<ul style="list-style-type: none"> Court outposts 	Remote Center: UD, Fam. Law; Sm. Claims	Calistoga; Am. Canyon		
<u>Orange</u>	<ul style="list-style-type: none"> Court Rules, Procedures, Forms & Case Scheduling 	Judicial training (clarity of orders) Easy access to minute orders Simplify rules & procedures Stagger hearing times Unbundling			
	<ul style="list-style-type: none"> Education & Use of Volunteers 	Comm. Resource Guidebook Volunteer interpreters Self-help videos/materials to -Comm. Centers		Volunteers	Whittier Law School
	<ul style="list-style-type: none"> Facilities & Expanded Services 	Self-Help Centers Information counters Fact sheets of FAQs Re-number courtrooms rationally Regional traffic ticket centers	All courts		
		Mobile van Online services Accept handwritten forms		Attorneys Volunteers or Staff	
	<ul style="list-style-type: none"> Technology 	I-CAN Other kiosk info (“how to”) e-filing Easy access to case information Create interactive forms		Volunteers	

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<u>Riverside</u>	<ul style="list-style-type: none"> Information to Public 	Resource Guide Informational brochures; videos Workshops Public Information Booths Interpreters for Translations	Courthouse Law libraries	Attorney	Gov. Agencies Local Bar Law Libraries Faith Community Community Social Services
	<ul style="list-style-type: none"> Expand Available Legal Services 	Unbundling Calendar priority to pro bono attorneys Incentive for pro bono attorneys Local bar to adopt a 50-hour requirement Publicize low-cost legal services		Attorneys	
	<ul style="list-style-type: none"> Regional SH Centers 	Technology available		none	
	<ul style="list-style-type: none"> Collaboration & Community Outreach 	Court speakers bureau Provide information to jurors about low-cost legal services Establish Court Resource Development office to seek grant opportunities		All court staff	
	<ul style="list-style-type: none"> Technology 	Website, kiosks – I-CAN e-filing video-conferencing-hearings	Law libraries, shelters, community locations	none	
	<ul style="list-style-type: none"> Transportation & Parking 	Coordinate court times with bus schedules Expand time & signage on parking meters Security for DV victims Translate signage on parking meters Increase parking signage			
	<ul style="list-style-type: none"> Training 	Training staff, bench, protems, law libraries, agencies Publicize CJER materials Ask CJER for more training tapes on line			

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<u>Sacramento</u>	<ul style="list-style-type: none"> Court/Community Liaison Program 	Meet with SRL – in community prior to court Accompany to clinics Help with Technology – I-CAN, etc. Assist attaching to services Evaluate litigant’s experiences	CBO staff-by contract		Gov. agencies CBOs Info Line VLSP
	<ul style="list-style-type: none"> Community Based Court Service Centers 	3 Centers + mobile unit Computers, Internet; I-CAN; e-filing Videoconferencing/hearings	Sr. Clerks; volunteer staff		
<u>San Bernardino</u>	<ul style="list-style-type: none"> Community Outreach & Collaboration 	Unbundling Information & referral Kiosk/computer forms	Law Libraries	Volunteers	Schools, service clubs, libraries, CBOs, churches, Legal Services, Chamber of Commerce, Local Bars
	<ul style="list-style-type: none"> Family Law Resources 	Expand Family Law Facilitator for non-AB1058 FL; DV assistance by FLF	Courthouse	Attorneys	Legal Services DV Services
	<ul style="list-style-type: none"> Language Access 	Translate materials into Spanish & Vietnamese	Community		Schools, service clubs, libraries, CBOs, churches, Legal Services, Chamber of Commerce Local Bars
	<ul style="list-style-type: none"> Court User Information & Assistance 	Written instructions, website, juror information: Put in kiosks - remote sites	Courthouses		
	<ul style="list-style-type: none"> Public interface at Courts 	Information booths, signage, materials – flowcharts, maps, resource directories; computers	Courthouses		
	<ul style="list-style-type: none"> Training 	Sensitivity, customer service, judges, court staff Ed. about court for public	Libraries		
	<ul style="list-style-type: none"> Regional Self-Help Centers 	Instruction packets; child care; parking assistance	Regional Locations		
	<ul style="list-style-type: none"> Publicity 	Website; press releases, flyers, videos			

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COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>San Diego</u>	<ul style="list-style-type: none"> Inventory of Legal Resources 	Legal & social services - directory	Countywide		United Way Inform SD Law Library
	<ul style="list-style-type: none"> Self-Help Centers & Clinics 	Expand Existing Services CH Clinic UD Clinic DV Clinic Family Law Facilitator Case Management	Courthouses & Community (library)	Attorneys Paralegals IT Staff	
	<ul style="list-style-type: none"> Technology 	I-CAN; On-Line Disso; e-filing sm.claims			Legal Services Libraries Local Bars State Bar
	<ul style="list-style-type: none"> Unbundling 			Attorney	Local Bar
	<ul style="list-style-type: none"> Funding 	Research and collaborative funding			Legal Services, non-profits, libraries
<u>San Francisco</u>	<ul style="list-style-type: none"> Multi-Language/Multi-cultural Service Center 	Spanish; Cantonese, Vietnamese, Russian, Tagalog SRL services; I-CAN kiosks, SHC, Information Center	Courthouse Community Centers	Attorneys staff	VLSC Cooperative Restraining Order Clinic Bay Area Legal Services Law Library Hastings Law School; SF Bar Assn.
<u>San Joaquin</u>	<ul style="list-style-type: none"> Self-Help Center 	Expand Family Law Facilitator Computers, written materials Expand to Manteca location	Courthouse	Attorney	
	<ul style="list-style-type: none"> Technology 	Website Video-conferencing	Courthouses, Community		Other Central Valley Courts; Dual Vocation Institute
	<ul style="list-style-type: none"> Language Access 	Language Line			Others:
	<ul style="list-style-type: none"> Written Materials 	Expand information packets			FL Cntr. in Manteca Libraries
	<ul style="list-style-type: none"> Signage 	Multi-lingual signage			Universities Women's Centers Catholic Charities

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	<ul style="list-style-type: none"> Advertising 	Outreach in local newspapers Directory of Services Phone book			
	<ul style="list-style-type: none"> Public Education 	Videos, phone access Court-Community Leadership & Liaison Academy			
	<ul style="list-style-type: none"> Court Staff 	Training			
<u>San Louis Obispo</u>	<ul style="list-style-type: none"> Expand FLF Mediation Services Small Claims Advisor Self-Help Library Reception Center Implement Clinics Resource Brochure Video Series New SHC 	Community Law Night		attorney attorney clerks staff attorneys attorneys/ paralegals	Gov. Agencies Community Mediation Local Bar Local Colleges & Universities Newspapers Cable TV
<u>San Mateo</u>	<ul style="list-style-type: none"> Self-Help Resources 	Centralized Service Center Mobile unit Kiosks Video viewing Written materials – multi-lingual Public education	Courthouses (or near) In Community		Non-profits Local Bars Libraries Universities Law Schools
	<ul style="list-style-type: none"> Access to Services 	Computers, copiers, handouts, maps, Courtroom assistance Interpreter services Social service referrals – streamlined intake; ADR referrals			
		Pro bono Programs Law Student volunteers at court		Volunteers	
	<ul style="list-style-type: none"> Technology 	Expand Interactive Forms Program Enhancement website			
	<ul style="list-style-type: none"> Collaboration 	Staff training – on available resources Develop a communication plan			

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<u>Santa Barbara</u>	<ul style="list-style-type: none"> Public Information/ Education 	Informational packets & brochures; expand court's website; public information programs on rules, procedures, forms, options; referral lists Better signage at courthouse			Bar Assn Bar Foundation Board of Supervisors Small Claims Advisor SB Community Mediation Program
	<ul style="list-style-type: none"> SRL Resource Center 	Tables, chairs, staff to answer questions, reference materials in Spanish & English, videotape library		Volunteer attorneys, paralegals, secretaries, court staff	
	<ul style="list-style-type: none"> Language Assistance 	I-CAN kiosks; San Mateo SH website; interrupter availability I courtrooms;			
	<ul style="list-style-type: none"> Court Rules & Procedures 	Review & simplify			
	<ul style="list-style-type: none"> Training 	More training for court staff—develop a full curriculum		Volunteer Attorney	
	<ul style="list-style-type: none"> ADR 	Expand to Family Law			
	<ul style="list-style-type: none"> Collaboration with the Bar 	Unbundling; more mediation services work with DA on UPL issues			
	<ul style="list-style-type: none"> Criminal/Traffic 	Electronic trials by declaration, requests for continuances, extensions of time, etc.			
<u>Santa Clara</u>	<ul style="list-style-type: none"> Coordinate Information Booths Forms instructions 	Phone service FAQ brochures Website & interactive forms	Courthouse, Mobile Unit Community Volunteers	Attorneys	Legal Services AOC Neighborhood Resource Centers Sr. Citizen Centers Schools Law Schools Paralegal Schools Libraries Religious/Ethnic Orgs

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	<ul style="list-style-type: none"> Enhance Volunteer Services 	Staffing Info. Booths Attorneys for SH Center			
	<ul style="list-style-type: none"> Self-Service Center & Mobile Unit 	Centralized SH Center + mobile van Individual legal information Web access, forms & handouts Workshops	Court & Mobile Unit Community	Volunteers	
	<ul style="list-style-type: none"> Language Access 	Translation of Written Materials			
	<ul style="list-style-type: none"> Staff Training 	Volunteers, ct. staff			
	<ul style="list-style-type: none"> Community Outreach 	Training & written information to community “experts” regularly in strategic limited subjects	Community	Volunteers	
<u>Shasta</u>	<ul style="list-style-type: none"> Adjustment To Court Procedures 	Review FL Court Files Expand ADR Generate more timely OAH procedures Review & Enhance training for Pro Tems in UDs	Courthouse	Staff	S.M.A.R.T.\Family Law Committee – Local Bar, Women’s Refuge DCSS, Legal Services of No. CA, Senior Legal Services Above plus: HelpLine, Inc. VLSC, No. Valley Catholic Social Services Law Library, Redding Rancheria Shasta College, Simpson College, Chico State University, Student Day Care Assistance, Kids Turn, Cooperating as Separating Parents
	<ul style="list-style-type: none"> Increase Low Cost Legal Assistance 	Expand Family Law Facilitator Increase Volunteer Services at Women’s Refuge Unbundling for private attorneys	Courthouse Community	Attorneys Volunteers Attorneys	
	<ul style="list-style-type: none"> Increase Community Collaboration 	Develop additional collaborations			
	<ul style="list-style-type: none"> Establish a full-service SHC 	Needs assessment; forms w/instructions; space for Family Law Facilitator; video information; information desk	Courthouse	Family Law Facilitator	

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	<ul style="list-style-type: none"> Technology 	Kiosks; enhance website; video-conferencing ability; computers	Courthouse Law Libraries		
<u>Siskiyou</u>	<ul style="list-style-type: none"> Expand Family Law Facilitator – SRL Assistance to Public 	Video-conferencing – outlying branches	Courthouse	Family Law Facilitator	Bar Assn.; Legal Secretaries Assoc.
		Front-end services to SRLs – doing a current needs assessment - SHC			
		Refurbish computers for SHC			
		Expanding SHC Hours;			
		Community education Programs – videos			
		MCLE program. – unbundling/ADR			
		Children’s Waiting Room	Courthouse		Family Interagency Service Council Siskiyou County Child Care Council
		ADR directory			County Law Library
		Recycling court files for pro per use		Court clerks	
		Public TV for educational materials – DV restraining orders for petitioners & respondents			Yreka – Channel 4
<u>Solano</u>	<ul style="list-style-type: none"> Language Access 	Translate written materials		Community volunteers	Community orgs.
	<ul style="list-style-type: none"> Community Collaborations 	Develop coordinated referral networks			Universities Community orgs Non-Profits

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	<ul style="list-style-type: none"> Increase SRL services 	Expand Family Law Facilitator – non-FL civil, Unbundling		Family Law Facilitator Private Attorney	
	<ul style="list-style-type: none"> Simplify court processes & forms 				
<u>Sonoma</u>	<ul style="list-style-type: none"> Getting the word out 	Ongoing service provider network Proactive exchange of information Public forums – career/employment fairs Education programs Recruitment – volunteers, interns	Courthouse community locations		CA Indian Legal Services California Parenting Institute CRLA Council on Aging DCSS Dads Make A Difference Disability Law Clinic Fair Housing of Sonoma FCS Friends Outside Grandparents Parenting...Again No. Bay Regional Center Petaluma People Service Center Recourse Mediation Services Sonoma Bar Assn Sonoma County Human Services Legal Aid Legal Services Foundation Sheriff Victim/Witness Sonoma State YWCA
	<ul style="list-style-type: none"> Collaborations 	Centralized services; Mobile community forum; Website services; “211” Information Line Services Collaborative in-service trainings; Commission on Community Resources			
	<ul style="list-style-type: none"> Internet Connections 	Centralized database; kiosks w/legal processes information; community access information – Cable TV; website links; public service segments/press releases			
	<ul style="list-style-type: none"> Getting Legal Representation 	Providing education to Bar, judges, community; Ongoing comprehensive training: community clinics, mentoring programs, PSAs			

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	<ul style="list-style-type: none"> Public Education 	Annual service providers forum, Public forums – fairs; Information Hub; Intra-agency intra-departmental “Ride alongs”, expanded hours SHAC			
	<ul style="list-style-type: none"> Continuous Improvement 	Monitoring of grant opportunities; expanded ADR and CASA; task force development			
<u>Stanislaus</u>	<ul style="list-style-type: none"> Language Access in all areas 	Language Line – bi-lingual staff-additional interpreters	Courthouse & community locations		CRLA Disability Resources (DRAIL) Stanislaus BHC Modesto Bee Dept. of Education Curbside News United Way Kinship Center Children’s Coordinating Council DV Coordinating Council
	<ul style="list-style-type: none"> Getting the Word Out 	Legal Hotline; signage; brochures; outreach to schools, migrant education, head start, other community locations; service provider network, centralized resource and referral; touch screen computers w/ telephone help at the courthouse, Law Library, Community Service Agency			
	<ul style="list-style-type: none"> Collaborations 	Resource Fairs; Senior Information Days; STOAAC monthly meetings; meetings; in-service trainings; customer surveys; mentor & support groups; multi-cultural committee			Law Library; other libraries; DCSS; victim-witness; all other collaborations
	<ul style="list-style-type: none"> Internet Connections 	Standardized platform uniform reporting system countywide; accessibility & simplicity of information; instruction & education; public & private access; FAQs on website; user-friendly process & language			Same as above
	<ul style="list-style-type: none"> Getting Legal Representation 	Legal information at high school level; collaboration with non-profits for education; leadership training for community leaders			Existing collaborations

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COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
	<ul style="list-style-type: none"> Increasing Understanding of the Courts and Service Providers 	More free legal advice & information via SHC; information materials at clerks counters; conflict mgmt/resolution training available to all agencies; court directory of all services; website expansion			Add: VAWA Immigrant Refugee Program; Catholic Charities; Lions, Rotary, community cultural centers
<u>Sutter</u>	<ul style="list-style-type: none"> Establish 3-year pilot SHC 	Written materials in English and Spanish; research Sikh and Hmong interpreters	Books & pamphlets Workshops – subject matter like the Family Law Facilitator/Family Law Information Center; Videotape presentations	Courthouse or nearby – share space with the Family Law Facilitator Attorney, 2 clerical support; volunteer attorneys (1 bilingual staff)	Local Bar Assn
	<ul style="list-style-type: none"> Charge people earning over \$20K per year a fee – sliding scale up to \$25/hr 				

RL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Tulare</u>	<ul style="list-style-type: none"> Purchase of Computer Equipment 	4 computers/printers	Central & outlying courts	Family Law Facilitators	CRLA Small Claims Advisor/Law Library DV advocates College of Sequoias Paralegal program Tulare Office of Education C-SET job training
	<ul style="list-style-type: none"> Purchase external CD-ROMs for computers in Family Law Facilitator's Office 				
	<ul style="list-style-type: none"> Develop general courthouse brochure 				
<u>Tuolumne</u>	<ul style="list-style-type: none"> Coordinating Resources 	Resource directory Training for other agencies Expand Family Law Facilitator Videos Workshops Written materials		Family Law Facilitator	Local Bar CPS Non-Profits Libraries DCSS Law Schools
	<ul style="list-style-type: none"> Legal Advice 	Legal aid to referrals from participating agencies	Courthouse	Contract Attorney	
	<ul style="list-style-type: none"> Technology 	Donated computers, printers, software video equipment, enhance website; online assistance			
	<ul style="list-style-type: none"> Public Education 	Workshops, videos clinics (eve/wkds)		Law student interns	

RL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Ventura</u>	<ul style="list-style-type: none"> • Improve staffing & staff education • Public education & outreach • Technology • SRL helpful policies & procedures • Language access • Community collaborations 	Expand current programs: Self-Help & Family Law Facilitators	Courthouse Community – Mobile Van	Attorneys Court clerks	Churches Schools Libraries Non-profits Health care Colleges
<u>Yolo</u>	<ul style="list-style-type: none"> • Public Access Desk 	PAD: forms, instructions, nolo books, translations, computers, forms software	Main Courthouse		Law Schools
	<ul style="list-style-type: none"> • Expand Family Law Facilitator 	Fulltime Position	2 courthouses		
	<ul style="list-style-type: none"> • Monthly Clinic Program 	Instruction on how to file matters in court To be videotape and available at PAD	8/yr – outlying areas		
	<ul style="list-style-type: none"> • Traveling Court 	Traffic, small claims – hearings			Community Orgs.
	<ul style="list-style-type: none"> • Mandatory Small Claims Mediation 	Mediation program			Local Bar
	<ul style="list-style-type: none"> • Public Information 	Information – 3 languages Website/brochures Public media			Newspapers, Cable TV; Community Orgs.

RL ACTION PLANS 2002 - Detail

COUNTY	Program Areas:	Plan:	Location(s):	Staffing	Partners:
<u>Yuba</u>	<ul style="list-style-type: none"> Increasing Community Resources 	Create handouts of local resources; create library of local resources	Courthouse & courthouse annex		
	<ul style="list-style-type: none"> Improve Legal Information Assistance 	Create information assistance; create family law brochure; create brochures for child support and domestic violence			
	<ul style="list-style-type: none"> Funding 	Apply for grants			
	<ul style="list-style-type: none"> Operations 	Extend FCS days	Courthouse		
	<ul style="list-style-type: none"> Technology 	SHC computers available	Courthouse		
	<ul style="list-style-type: none"> Public Education 	Handouts re: educational resources	Courthouse & Law Library		